

Running head: Social Services Web Help Desk

Social Services Web Help Desk

Shawn Reed

Computer Operations Manager

(928) 871-6972

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Abstract

This is an outline of submitting a Help Desk Request ticket through the Web. It's simple to setup and is easy to submit. This will reduce the time it takes to manually submit an IT request. This will also hold the Tech assigned accountable to complete the task within a certain time frame. When the task isn't completed within the expected time, myself and the tech will be email on a daily basis. The email reminder will stop when the task has been completed by the assigned Tech.

Social Services Web Help Desk

Login with your email and password.



Welcome to the Navajo Nation Division of Social Services Web Help Desk Online. Submit any request needed and we will contact you as soon as we receive your request. Thank You.

E-Mail: sswebhelp@navajo-nsn.gov
execit@navajo-nsn.gov

Number: (928) 871-6972 or 6847 for help.

Fax: (928) 871-7113

Log In

E-Mail

Password

☐ Remember me

Log In

[New Account](#)

[Forgot Password](#)

Select the Request Type from the drop down menus that are provided. When completed save the ticket request. Attachments can be added also, any type of document. You will receive a confirmation email of the ticket when saved.

Help Request

Request Type

IT Request

Software Support

JustWare

Installation Request

Subject

JustWare

Request Detail

JustWare needs to be installed on my system

Attachments

Add File

Thank You!

Your ticket number is 21.

You can use the History button above to check the status of your ticket.

Cancel

Save

An email confirmation is on its way to **sreed@navajo-nsn.gov**.

The Computer Operations Manager will get an email of the submitted request and will assign to the appropriate staff. Once the IT staff receives the help request he/she will have a deadline of when it'll be completed. Upon completion the Tech will call you and may need to connect to your system remotely. When completed the Tech will close the ticket and email you when it is completed.

Assigned Tech	<input type="text"/>
Tech Group	Belingachee, Ferle
Request Type	Burnside, Jr, Frank
	Davis, Roger
	George, Wesley
	Services, Social

You can submit the survey when the ticket has been completed to give a feedback of how the service was performed and you can give a detailed feedback. This will also help to improve the service when needed. Your feedback to the survey will greatly improve the service provided.

Shawn, thanks for using the help desk. Your ticket (21) has been closed.

Feedback

Please take a moment to respond to our [survey](#).

How Did We Do?!

Thank you for participating in our survey.

Name : Shawn Reed

Ticket : 21

Request Type : IT Request • Software Support • Just/Ware • Installation Request

Tech : Social Services

* Indicates questions that must be answered to submit the survey

1. Did you receive notification that your ticket was submitted?*

- ☐ Yes
☐ No

Please explain:

2. Did we respond to your request in an acceptable timeframe?*

Yes

Please explain:

3. How would you rate the service overall? (select all that apply)*

- ☐ Courteous
☐ Rude
☐ Prompt
☐ Lazy
☐ You Guy's Are Great!

4. Please tell us any feedback, good or bad, that you may have.

Submit

Thank You.

Navajo Nation Division of Social Services IT

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He is a man of courage who does not run away, but
remains at his post and fights against the enemy